

**Agenda Item 6(a)**  
**January 21/20 EOC Meeting**

December 9, 2019

Ms. Judith Robertson  
Commissioner, Financial Consumer Agency of Canada (FCAC)  
427 Laurier Avenue West, 6th Floor  
Ottawa ON K1R 5C7  
[judith.robertson@fsrao.ca](mailto:judith.robertson@fsrao.ca)

Dear Ms. Robertson:

**Re: Proposed CAFII/FCAC Information-Sharing and Dialogue Meeting On  
Credit Protection Insurance/Authorized Insurance Products Sales Practices; and  
Related Fair Treatment of Consumers Considerations**

In follow-up to CAFII's get acquainted and dialogue meeting with you and your senior team members Teresa Frick, Jérémie Ryan, and Maria Vranas at the Agency's office on October 28/19, the purpose of this letter is to propose the scheduling of a follow-up CAFII/FCAC Information-Sharing and Dialogue Meeting, at your office in Ottawa early next year, around a CAFII presentation on *Credit Protection Insurance/Authorized Insurance Products Sales Practices and Related Fair Treatment of Consumers Considerations*.

Your may recall that when we broached the idea of such a follow-up meeting with that focus, during our October 28 discussion, there was strong support among your colleagues for such a session(s) as a mutually beneficial initiative.

We are aiming for a late January or early February 2020 date for the proposed meeting(s).

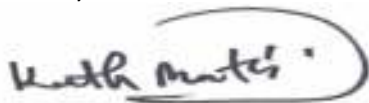
**Any weekday in the three week period running from Monday, January 27/20 through to Friday, February 14/20 – excluding only Thursday, January 30/20 and Friday, January 31/20 -- would work for a small delegation of CAFII representatives to visit the FCAC office for the proposed information-sharing and dialogue session(s).**

As your team indicated might be the case, we hope that a broader contingent of FCAC staff members will be able to attend the proposed information-sharing and dialogue session(s).

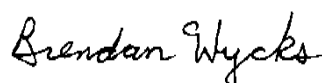
We recommend allocating a minimum of two hours for this follow-up meeting(s), to allow for an interactive session. We are able to tailor our presentation to the level of detail your team would prefer, and could expand the meeting into a session of up to a half-day if that would be helpful. Alternatively, we would be amenable to providing the presentation two or three times over the course of the day, to accommodate the commitments of different groups of FCAC attendees, if you have a preference for that approach.

We ask that you have the appropriate member of your team respond to us with respect to our follow-up meeting proposal at the earliest possible point in time, so that everyone can plan accordingly with a firm date booked and an agreed-upon approach to the session(s).

Sincerely,



Keith Martin, Co-Executive Director, CAFII  
647.460.7725



Brendan Wycks, Co-Executive Director, CAFII  
647.218.8243

c.c. Teresa Frick, Director, Supervision Division  
Jérémie Ryan, Director, Financial Literacy and Stakeholder Engagement

### **About CAFII**

CAFII is a not-for-profit industry Association dedicated to the development of an open and flexible insurance marketplace. Our Association was established in 1997 to create a voice for financial institutions involved in selling insurance through a variety of distribution channels. Our members provide insurance through client contact centres, agents and brokers, travel agents, direct mail, branches of financial institutions, and the internet.

CAFII believes consumers are best served when they have meaningful choice in the purchase of insurance products and services. Our members offer travel, life, health, property and casualty, and creditor's group insurance across Canada. In particular, creditor's group insurance and travel insurance are the product lines of primary focus for CAFII as our members' common ground.

CAFII's diverse membership enables our Association to take a broad view of the regulatory regime governing the insurance marketplace. We work with government and regulators (primarily provincial/territorial) to develop a legislative and regulatory framework for the insurance sector that helps ensure Canadian consumers get the insurance products that suit their needs. Our aim is to ensure appropriate standards are in place for the distribution and marketing of all insurance products and services.

CAFII is currently the only Canadian Association with members involved in all major lines of personal insurance. Our members are the insurance arms of Canada's major financial institutions – BMO Insurance; CIBC Insurance; Desjardins Financial Security; National Bank Insurance; RBC Insurance; ScotiaLife Financial; and TD Insurance – along with major industry players Assurant, Canadian Premier Life Insurance Company, CUMIS Services Incorporated, Manulife (The Manufacturers Life Insurance Company), and The Canada Life Assurance Company.